



HQ Air Force Personnel Center



Surviving the Change

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Supt, Field Operations

Overview

AFPC



- Leadership
- Team Work
- Communication
- Organization
- Training
- Data Management
- Program Mgmt/Self Inspections
- Strategy

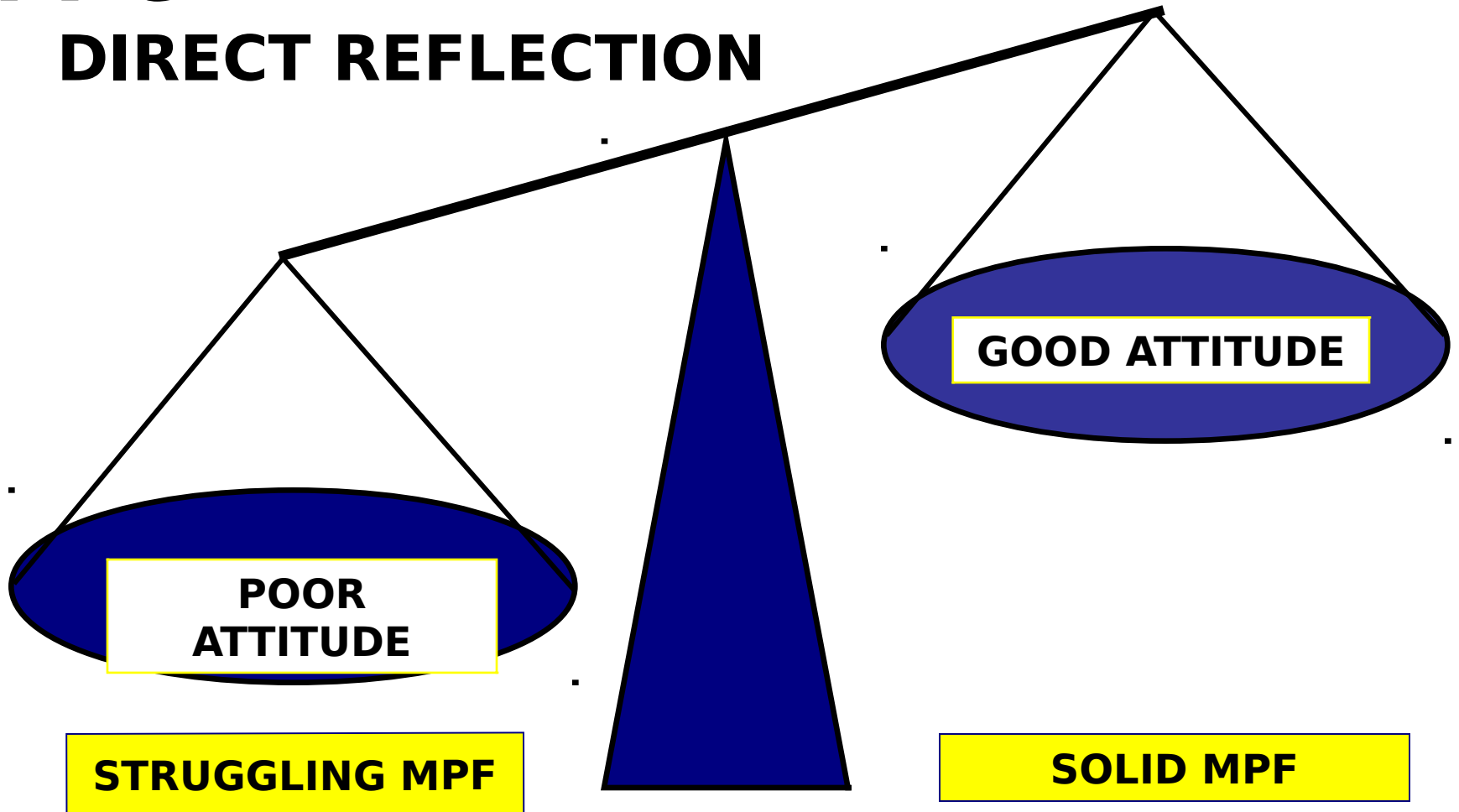
Leadership

AFPC

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DIRECT REFLECTION



Leadership

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Attitude is direct reflection of leadership

- Good attitude = solid MPF
- Poor attitude/complainers = struggling MPF

Level of engagement dictates mission success

- Engaged = successful MPF and programs
- Not engaged = recipe for failure

Team Work

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- **MPF CC/Superintendent**
 - **“It takes two”...coach & general manager**
- **Time is precious: Divide areas of responsibility, meetings, communication flow, etc.**
- **Facilitate team work throughout MPF... regular sit downs to cross check programs is a must (MAPs, TRs)**

Communicati on

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- **Emails, MPFMs, 8106 messages, PSM List Server**
 - **Critical Information not always being pushed down to the work centers...happening fast & they need it as it's released**
- **We post all MPFMs/8106s on our web site (MPF/CSS Support)**
- **All 8106 messages are released thru DMS...we provide a courtesy copy via email**
- **All MPFMs are released thru PC-III...we provide a copy**

Communication

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cont



- **Field Operations is a mandatory coord on every 8106/MPFM...we win some and lose some but we always read the mail and consider the impact on the MPF**
- **We release everything but we aren't necessarily the OPR...more often the messenger**
- **Sharing Information/Ideas**

Organizati on

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- **All options are on the table...need a top down approach vs flavor of the month**
- **Change is inevitable...let's do it smartly**
- **In the meantime: Consider current personnel workload/PERSCO participation while manning the CSSs...make your case**
- **Page from our IM functionals...spread the pain evenly**

Trainin

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- After 82 visits this one issue comes to the top of the list...many issues for the AF to solve but this one is controlled locally
- Train now or pay later...we have to put more emphasis on this...desk, phone...aim, fire approach will not work
- MPF troops suffer, customer's frustration level soars. We end up working harder in the end
- This one start & stops with the MPF supt...you emphasize it and it will get done

Training Cont

AFPC



- **Training Challenges**
 - **Fragmented documentation, Web Page
overload, constant changes, MilPDS**
- **MPF hours of operation**
- **CSS Involvement**
- **Too much to do and not enough
time/resources to get it done**

Training Cont

AFPC



- **Overcome the challenges...starts with a plan**
 - **Back to basics...use CFETP, STS, MTL and hold NCOICs & Supts accountable**
- **Use the WBTs as the first step towards exposing personnel to responsibilities and sources for info...part of your training plan**
- **If you can dedicate time for IHT great--but if**
not--training must go on...over the shoulder

Training Cont

AFPC



- **AFPC Field Operations' Role**
 - **Continue WBTs...next up customer svcs**
 - **Update AFCSM 699...making progress**
 - **Completed visits to every AD MPF this month...stop gap measure but we'll continue (slightly different approach)**
 - **Host AFPC work center workshops...first one was for assignments...well received**
 - **Share IHT topics with supers on a regular basis**

Training Cont

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- **Field Ops contract with supts...continue to work our training projects aggressively**
- **Challenge to Supts...hit training hard over the next 12 months. Kick start by mandating master task listing for every workcenter and conduct 100% review of all OJT records (workcenter qualification).**

MPF Functions Tutorials

Main Menu



Introduction

Welcome to the 'MPF Functions Web Based Tutorial.'

Currently, Personnel Employments, Personnel Readiness Function, and Reenlistments are the only tutorials available.

Additional tutorials are scheduled for future release.

Page 1

Navigation

Click on the pages to turn them and click just outside the book to close it.

Alternatively, you can use the following keys:

[Home]=First page

[End]=Last page

[<-]=Page back

[>]=Page forward

Page 2



Back

Menu

Next

MPF Functions Tutorials

Main Menu



Personnel Employments (PE)

Welcome to the Personnel Employment WBT! This tutorial was developed to acquaint you with the basic responsibilities of Personnelists assigned to work in the PE section at the MPF. It will also make you aware of the resources required in managing personnel employment processes and programs.

Page 3

The tutorial is divided into 10 sections, which you may complete in any order. However, if this is your first time using this tutorial, we recommend that you complete the sections in order. Section 10 will ask you to provide feedback about the tutorial by completing a 10 question survey.

Page 4



Click the book marker to enter this tutorial

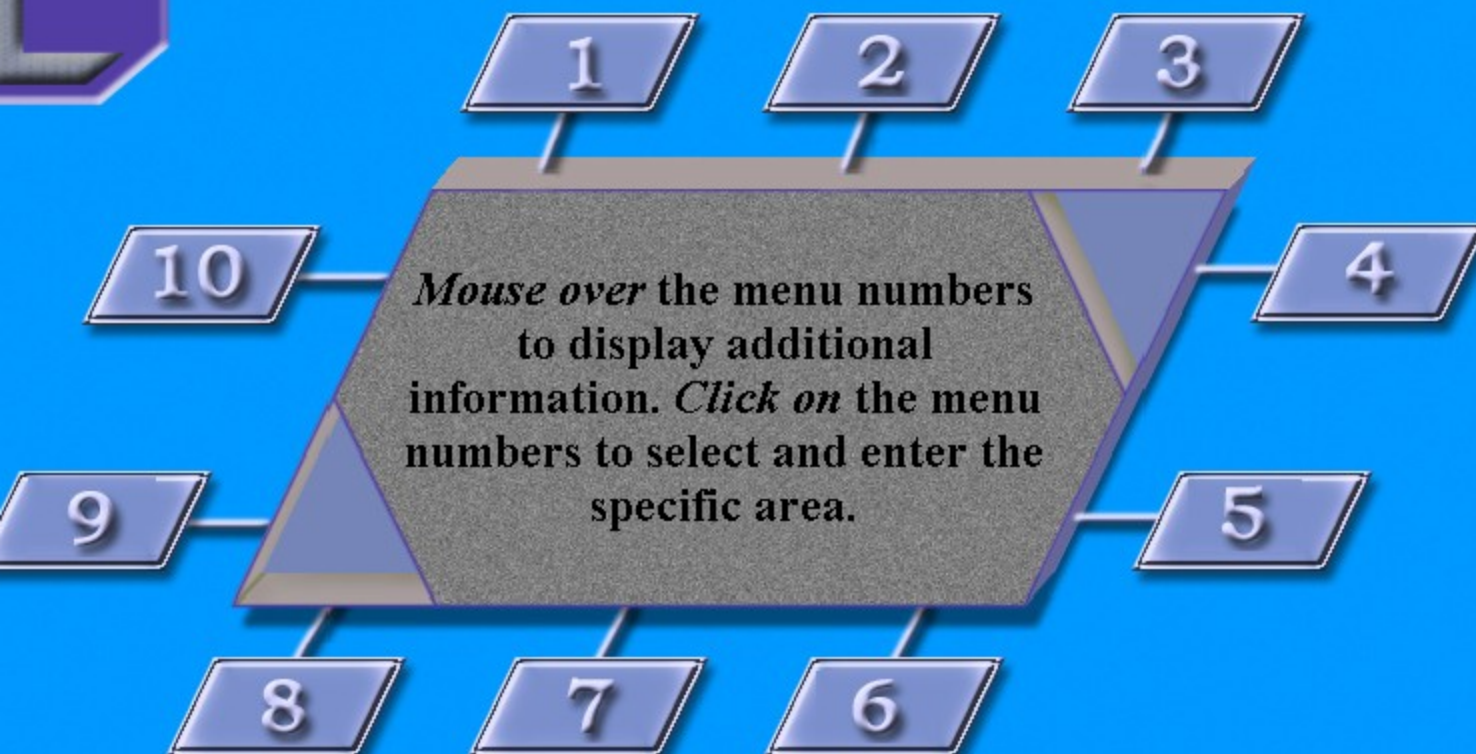
Back

Menu

Next

Personnel Employment

Menu



MPF Tutorials

Main Menu



Personnel Readiness Function (PRF)

Welcome to the PRF WBT!
This tutorial was developed
to acquaint you with the basic
responsibilities of
Personnelists assigned to
work in the PRF at the MPF.
It will also make you aware of
the resources required in
managing readiness processes
and programs.

Page 5

The tutorial is divided into
10 sections, which you may
complete in any order.
However, if this is your first
time using this tutorial, we
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complete the sections in
order. Section 10 will ask you
to provide feedback about
the tutorial by completing a
10 question survey.

Page 6



Click the book marker
to enter this tutorial

Back

Menu

Next



Requirements and Settings

This product features the **Macromedia Flash™ Player**, the standard for high-impact, vector-based Web sites.

[Download the Macromedia Flash™ Player](#)

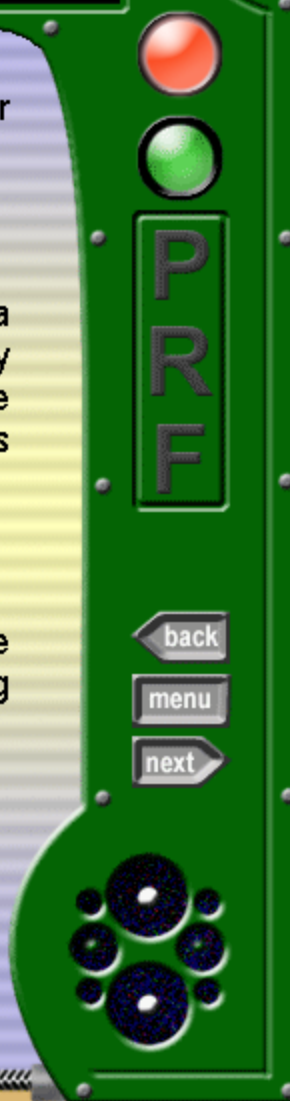
Clicking the link for the Flash™ Player will take you to the Macromedia download page. Select the Flash™ Player and install it. The file is very small: File size about: 394 K. The player will install while you wait. Once the load has completed, you will see a Flash™ demo stating the installation is complete.

**** Note ****

Due to needed computer administration privileges required, you may not be able to load the Flash™ Player yourself. If you encounter problems loading the Flash™ Player, contact your computer administrator for assistance.

We recommend you set your screen resolution to 1024 X 768.

Use the "next" button to continue. >



MPF Functions Tutorials

Main Menu



Reenlistments

Welcome to the Reenlistment WBT! This tutorial was developed to acquaint you with the basic responsibilities of Personnelists assigned to work in the Reenlistment section at the MPF. It will also make you aware of the resources required in managing reenlistment processes and programs.

Page 7

The tutorial is divided into 8 sections, which you may complete in any order. However, if this is your first time using this tutorial, we recommend that you complete the sections in order. Section 8 will ask you to provide feedback about the tutorial by completing a 10 question survey.

Page 8



Click the book marker to enter this tutorial

Back

Menu

Next

reenlistments

MENU



1

2

8

3

7

Mouse over the menu numbers to display additional information.

Click on the menu numbers to select and enter the specific area.

4

6

5

Back

MPF Functions
Main Menu

Next

Data

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Management



- **MPFs that are working the TR and MAPS are doing well...no substitute for weekly TR meetings**
- **AFPC has a large role (Data Czar/Field Ops)**
- **Field Ops will work data projects thru the MAJCOM**
- **Future: vMPF/Mbr's role and MPF's accountability for data...price to pay**



- **Trips revealed that most have learned the ins/outs of MilPDS...many are not managing programs by the book**
- **Example: TRAC Briefing**
 - **Controlling the flow of customers**
- **Solution: No silver bullet...running the self inspection checklist will reveal most shortcomings**

Strate gy

AFPC



Emphasize the basics:

- 1. Training**
- 2. Data Management/Integrity**
- 3. Self Inspections**
- 4. Communicate -- Engage the changes and communicate them to your MPF/CSSs/Base**

And If All Else Fails...

AFPC



...GO FISHING!